

# United States Senate

WASHINGTON, DC 20510

September 26, 2014

1040

The Honorable Tom Wheeler  
Chairman  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Dear Chairman Wheeler:

All Americans deserve access to reliable telephone service for a myriad of important uses including commerce, public safety, and connecting with family and friends. Unfortunately, for too many rural American families and businesses, call completion issues persist.

Rural businesses, residents, and their families continue to express concern and frustration about the lack of reliable telephone service, including dropped calls, poor voice quality, and calls that simply do not complete. Rural businesses are particularly impacted when calls are not completed because they risk losing valuable business, especially when they are unaware a long distance or wireless caller is attempting to contact them.

We understand that several carriers have acted independently to comply with the Federal Communications Commission's (FCC's) safe harbor rules to address call completion. We commend these actions, but also understand the issue persists, in particular with nomadic Voice over Internet Protocol (VoIP) and other similar services.


In October 2013, the FCC unanimously approved an order to address rural call completion issues. We commend the Commission for approving the order and seeking comment on the possible burdens of the proposed information collection, as required by the Paperwork Reduction Act. However, since the comment period closed on February 28, 2014, the Commission has not followed through to complete this process.

We urge the Commission to complete its work by resolving all petitions for reconsideration of its order and by promptly submitting the necessary Paperwork Reduction Act request to the Office of Management and Budget, which will allow the data collection process to begin. Americans in rural areas will continue to experience subpar service without the Commission's commitment to move the order forward.

Sincerely,



Michael B. Enzi  
United States Senator



John Thune  
United States Senator



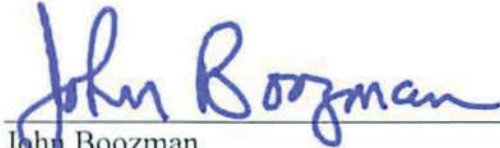
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United States Senator



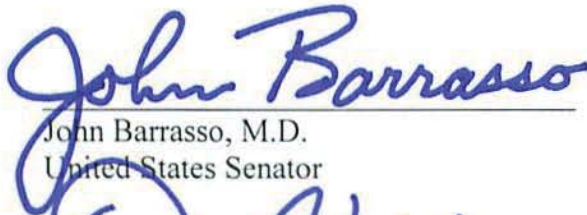
James M. Inhofe  
United States Senator



Jerry Moran  
United States Senator



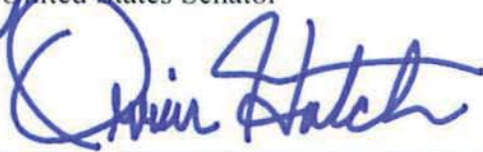
John Boozman  
United States Senator



John Barrasso, M.D.  
United States Senator



John Hoeven  
United States Senator



Orrin G. Hatch  
United States Senator



Deb Fischer  
United States Senator



OFFICE OF  
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

November 4, 2014

The Honorable Michael Enzi  
United States Senate  
379 Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Enzi:

Thank you for your letter regarding call completion issues. In your letter, you urge the Commission to address the pending petitions for reconsideration of the *Rural Call Completion Report and Order and Further Notice of Proposed Rulemaking (Rural Call Completion Order)* and promptly submit the necessary Paperwork Reduction Act request to the Office of Management and Budget (OMB). Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

As you know, the consequences of call completion and service quality problems can be dire, impacting businesses, families, and public safety. The Commission is committed to ensuring reliable telephone service in rural America. In the *Rural Call Completion Order*, the Commission adopted new rules to help us achieve that goal, including a rule prohibiting false ring signaling and requiring data retention and reporting of call completion performance. The false ring signaling rule is already in effect, while the record retention and call completion performance reporting requirements will need OMB approval before going into effect. Recently, I circulated an Order to my fellow Commissioners to address five petitions for reconsideration that were filed in response to the *Rural Call Completion Order*. Once that Order is adopted, we will promptly make the necessary submissions to OMB.

Importantly, we are not waiting for the new rules to go into effect to take action under our existing rules. The Enforcement Bureau has negotiated consent decrees with three providers – Level 3 (\$975,000), Windstream Corporation (\$2.5 million), and Matrix Telecom (\$875,000) – addressing rural completion issues. We will continue to investigate the call completion practices of other voice communications providers, enforce our rules, and evaluate whether any additional measures are appropriate to ensure reliable telephone service in rural America.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

Tom Wheeler





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FEDERAL COMMUNICATIONS COMMISSION  
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November 4, 2014

The Honorable John Barrasso  
United States Senate  
307 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Barrasso:

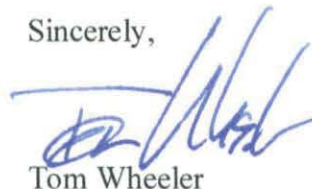
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Tom Wheeler



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OFFICE OF  
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November 4, 2014

The Honorable John Boozman  
United States Senate  
320 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Enzi:

Thank you for your letter regarding call completion issues. In your letter, you urge the Commission to address the pending petitions for reconsideration of the *Rural Call Completion Report and Order and Further Notice of Proposed Rulemaking (Rural Call Completion Order)* and promptly submit the necessary Paperwork Reduction Act request to the Office of Management and Budget (OMB). Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

November 4, 2014

The Honorable Deb Fischer  
United States Senate  
825 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Fischer:

Thank you for your letter regarding call completion issues. In your letter, you urge the Commission to address the pending petitions for reconsideration of the *Rural Call Completion Report and Order and Further Notice of Proposed Rulemaking (Rural Call Completion Order)* and promptly submit the necessary Paperwork Reduction Act request to the Office of Management and Budget (OMB). Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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November 4, 2014

The Honorable Orrin Hatch  
United States Senate  
104 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Hatch:

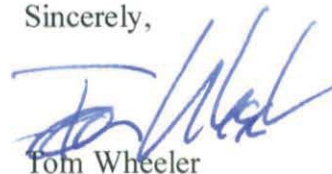
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November 4, 2014

The Honorable John Hoeven  
United States Senate  
120 Russell Senate Office Building  
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Dear Senator Hoeven:

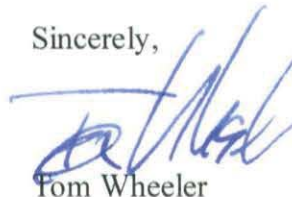
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OFFICE OF  
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November 4, 2014

The Honorable James Inhofe  
United States Senate  
453 Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Inhofe:

Thank you for your letter regarding call completion issues. In your letter, you urge the Commission to address the pending petitions for reconsideration of the *Rural Call Completion Report and Order and Further Notice of Proposed Rulemaking (Rural Call Completion Order)* and promptly submit the necessary Paperwork Reduction Act request to the Office of Management and Budget (OMB). Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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November 4, 2014

The Honorable Jerry Moran  
United States Senate  
345 Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Moran:

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November 4, 2014

The Honorable Pat Roberts  
United States Senate  
109 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Roberts:

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511 Dirksen Senate Office Building  
Washington, D.C. 20510

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